

San Diego Area Public Safety Dispatcher Testing Consortium

Public Safety Dispatcher Testing

The San Diego Area Public Safety Dispatcher Testing Consortium was founded in 1998 with a handful of local cities participating. In the past few years, this Consortium has grown to cover the testing needs of thirteen public agencies and local municipalities in the San Diego County area which include: The Cities of Carlsbad, Chula Vista, Coronado, El Cajon, La Mesa, National City and Oceanside, as well as, the San Diego Port District and San Diego



Community College District, Heartland Fire District (HCFA), the U.S. Navy Southwest Region and the San Diego County Sheriff's Department. The Commission on Peace Officer Standards and Training (P.O.S.T.) is a State of California, Department of Justice, Training Agency dedicated to establishing and maintaining law enforcement standards for training Police Officers. This agency also establishes and maintains testing standards for 911 operators / police dispatchers. The content of the Public Safety Dispatcher exam was developed by this agency.

The San Diego Area Public Safety Dispatcher Testing Consortium conducts exams during the months of September, January and May of each year. It is a requirement for the application process in some of these Cities and Government/Public agencies. Persons who achieve a score of 48 points or higher are issued a certificate that can be used along with an application

form to apply at these consortium agencies. Keep in mind that each agency is different and may have additional filing requirements. You will need to contact the agency that you are interested in to inquire about their application procedures.

Test Sites

To accommodate interested applicants throughout the region, the following sites and dates have been established for fiscal year 2002/2003.

Registration Deadline	Test Dates	Test Locations
12/20/2002	01/22/2003	City of Oceanside
04/25/2003	05/21/2003	City of Chula Vista
08/29/2003	09/24/2003	City of El Cajon

Certificates will be good for one year. The test is a series of exams that test for following directions, (both verbally and in writing) and correctly recording information under time pressure. If you are interested in preparing for this position, we suggest you contact your local ROP Office or Community College. As a general rule, these positions require typing skills and may require some type of related job experience and minimal education standards. Each individual agency will publish their specific job requirements on their job announcement and/or class specification.

Essential duties for the Public Safety Dispatcher include the ability to: use a computer keyboard, work at a desk or console for prolonged periods of times; give and receive oral communication over a telephone, radio or in

person using telephones, microphone and/or headsets; read a computer screen; read and work in a low lighting environment; be assigned to a variety of shifts around the clock and throughout the entire week; work with the public and police/fire employees in routine, as well as, emergency situations; handle multiple issues simultaneously; interpret rules and procedures in normal, as well as, stressful situations. *Note: Each Agency/City also conducts thorough background checks. This may take several weeks/months to complete.*

How to Obtain a Public Safety Dispatcher Test Registration Form

You may contact any of the participating agencies. NOTE: ONLY THE CITY OF CHULA VISTA WILL ACCEPT THE TEST REGISTRATION FORM. You can either mail it or turn it in at the Human Resources office located at 276 Fourth Avenue, Chula Vista, CA 91910. (619) 691-5096.

If you require reasonable testing accommodations under the American with Disabilities Act, please contact the City of Chula Vista Human Resources Department at least five (5) business days prior to the scheduled test date. All agencies participating in this test are Equal Employment Opportunity Employers.

For additional information regarding the Public Safety Dispatcher test, you may contact any of the Human Resources Departments listed, but remember all registration forms must be submitted to the City of Chula Vista by the designated deadline. Remember, a registration form for the test will not substitute for a job application. Each agency will conduct their own recruitment for their job openings.

Participating Agencies

City of Carlsbad
Human Resources Dept.
1635 Faraday Avenue
Carlsbad, CA 92008
(760) 602-240

San Diego Community
College District
Police Department
1536 Frazee Road
San Diego, CA 92108-4345
(619) 849-3505

City of Chula Vista
Human Resources Dept.
276 Fourth Avenue
Chula Vista, CA 91910
(619) 691-5096

San Diego Port District
Human Resources Dept.
3165 Pacific Highway
San Diego, CA 92101
(619) 686-6315

City of Coronado
Administrative Services
1825 Strand Way
Coronado, CA 92118
(619) 522-7300

Heartland Fire District (HCFA)
Chuck Alexander
100 E. Lexington Avenue
El Cajon, CA 92020
(619) 441-1621

City of El Cajon
Personnel Department
200 E. Main Street
El Cajon, CA 92020
(619) 441-1736

San Diego County Sheriff
Communication Division
5555 Overland Ave., Bldg. 19
San Diego, CA 92123
(858) 565-5566

City of La Mesa
Human Resources Dept.
8130 Alison Avenue
La Mesa, CA 91941
(619) 667-1181

Department of Navy
Southwest Region
Human Resources Dept.
2730 McKean Street, #1
San Diego, CA 92136
(619) 556-1307

City of National City
Personnel Department
1243 National City Blvd.
National City, CA 91950
(619) 336-4300

San Diego State University
Campus Police Comm. Unit
Angela Claypool
5500 Campanile Drive
San Diego, CA 92182
(619) 594-5618

City of Oceanside
Personnel Department
300 North Coast Highway
Oceanside, CA 92054
(760) 435-3500

Are YOU a Candidate?

To assess whether YOU might be a good Public Safety Dispatcher, ask yourself the following questions:

- X Do I like exciting work that is never the same?
- X Can I type 25 to 50 words a minute?
- X Can I keep track of several things at the same time without getting flustered?
- X Can I read and listen to information and remember facts and draw logical conclusions?
- X Can I quickly and accurately compare details?

If you answered YES to each of these questions, you may be a good candidate for a position as a Public Safety Dispatcher.

PLEASE NOTE: Candidates selected by the various agencies to fill vacancies must undergo a very detailed background check or investigation. Agencies are seeking persons with high quality personal characteristics with a strong sense of honesty, strong work ethic and a solid commitment to service and teamwork.

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Public Safety Dispatcher Exam Information